



SUCCESS STORY

Managing Change and Gaining Stronger Public Trust



Supreme Court Chief Justice, DR. H.M. Hatta Ali, SH., MH. delivers the opening remarks of the Case Information Management System Summit in Jakarta. In adapting to the rapid changes in Indonesian society, the Supreme Court has put improved public services as one of its strategic priorities.

The C4J Project is a five-year project funded by USAID, and implemented by Chemonics International. C4J works with the Supreme Court and Attorney General's Office to improve transparency and accountability in Indonesia's justice system. The project began in May 2010, and will continue through May 2015. For more information on C4J, please contact the Contracting Officer's Representative Mr. Dondy Sentya, USAID Senior Rule of Law Specialist at dsentya@usaid.gov, or info@chemonics.com, or www.c4j-indonesia.org

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The USAID Changes for Justice (C4J) project convened a Case Information Management System (CIMS) Summit in Jakarta, on March 12-14, 2012. In his opening remarks, Supreme Court Chief Justice DR. H.M. Hatta Ali stated, "case management in the courts is central for realizing two of aims - providing just legal services to justice seekers, and building the credibility and transparency of justice institutions."

Chief Judge Istining Kadarwati of the Bangil District Court in East Java shared her experience with website development. "Most of the cases we handle are industrial relations disputes and involve a lot of people. With a lack of proper scheduling information on hearings, hundreds of visitors were jamming up our court offices because they had no idea when the trials would be conducted." Equipped with minimal hardware, she and her staff have launched and maintained the court's website, which has received more than 30,000 visitors in the past year.

Commented Chief Judge Kadarwati, "all the speakers were inspiring. When Tanri Abeng talked about passion in leadership, I personally am proud to say that I have chosen that track in setting up the website. I built the interest, have slowly grown the passion for it, and finally built a sense of ownership for it (among staff)." Chief Judge Bakhtiar of the Kotabaru Religious Court in Southeast Sulawesi noted, "I admire Professor Bagir Manan the most! With his deep understanding of the legal system in Indonesia, he inspires us to be innovative with what we have." Marni Emmy Mustafa, Chief Judge of the Medan High Court in North Sumatra, said "It is very inspiring....I have already noted down some action plans (for) once I return home."

Through initiatives such as CIMS, C4J is helping the court system develop a shared vision for improved business processes and standardized case management. The CIMS Summit was attended by 74 judges and court staff (69 male and 5 female) from the Supreme Court and subordinate courts. Distinguished Speakers at the Summit included Emirsyah Satar, President Director of Garuda Indonesia, and change management "guru" Tanri Abeng. Their fresh, "out of the box" ideas are helping to enrich the vision for reform.